Software Updater for Kendall SCD™ 700 Series Controller

COVIDIEN

Introduction to the Device Management Portal

The Device Management Portal (DMP) is a software tool based upon standard web services and cloud technology. The purpose of the DMP is to enable Covidien and healthcare facility personnel to upgrade Covidien medical device software. Furthermore, the DMP is designed to support Covidien medical devices as they become available or enabled for such support.

The DMP includes a hosted cloud services component (Server) and a PC/Laptop application component (Client). The Server part of the DMP maintains and tracks the medical device software/firmware upgrades, verifies the hardware and software compatibility, and provides a management console for system administrators. The Server is developed and maintained by Covidien. The Client part of the DMP is a software application which is installed on the end-user's computers and is capable of communicating with Covidien medical devices. The Client is the broker of communication between the Covidien device and the DMP, receiving data from the Server to upgrade the Covidien medical device, and retrieving data from the device to forward to the Server. The Client is developed and maintained by Covidien entities which develop Covidien medical devices. Covidien may supply different Clients for different medical device families.

This user's guide and the software it describes are for use ***only by trained professionals and Covidien personnel*** responsible for upgrading software for Covidien hardware products.

This user's guide describes the installation and use of the Software Updater for Kendall SCD 700 series controller. The Software Updater for the Kendall SCD 700 series controller in conjunction with other components of the DMP allows the user's personal computer to receive remote software for installation of these software updates on Kendall SCD 700 series controllers.

Table of Contents

1 System Requirements and Essential Materials 4
2 Installing the Software Updater for the Kendall SCD 700 Series Controller on the Personal Computer 5
3 Launching the Software Updater for Kendall SCD 700 Series Controller 10
4 Preparing the Personal Computer to Upgrade Controllers 13
4.1 Personal Computer Preparation 13
4.2 Upgrading Controller Software in a Location without an Internet Connection 15
5 Upgrading Controller Software 16
5.1 Step 1: Update Preparation 16
5.2 Step 2: Enter Serial Number 18
5.3 Step 3: Pre-Update Check 19
5.4 Step 4: Software Update 20
5.5 Step 5: Post-Update Check 23
5.6 Step 6: Update Confirmation 24
6 User Interface Navigation 25
7 Trouble shooting 28
7.1 Application Installation Troubleshooting 28
7.2 User Login Troubleshooting 30
7.3 Software Updater Home: Disconnected Installation Time Expired 31
7.4 Step 2 Troubleshooting 32
7.5 Step 3 Troubleshooting 33
7.6 Step 4 Troubleshooting 33
7.7 Step 5 Troubleshooting 36
7.8 Notice: Session Expiring 36
7.9 Screen does not display correctly 37
7.10 Error: Controller Hardware/Software could not be retrieved 38
8 Frequently Asked Questions 39
9 Software License 40

1 System Requirements and Essential Materials

Before Performing the Installation

The Client application, the Software Updater for Kendall SCD 700 series controller, is a Windows 7 or Windows XP (Service Pack 3) based application that will update the software on Kendall SCD 700 series controllers. Software updates must be performed only by ***trained authorized personnel***.

Login credentials (username and password) will be required to login to the Software Updater for the Kendall SCD 700 series controller once it is downloaded to the user's personal computer. The user name and password will be provided via e-mail by Covidien after the appropriate training has been conducted. The user performing the application installation on the personal computer must have sufficient rights to install and configure software on the user's personal computer.

The following materials are needed to install the Software Updater for the Kendall SCD 700 series controller.

Materials Required:

- USB Cable - 4 pin USB Type A - M - 4 pin USB Type B – M
- Torx T-15 driver - minimum shaft length 4 inches (102 mm)
- Software Updater for the Kendall SCD 700 Series Controller Installation CD
- Personal Computer (software Installation rights required)
- Recommended: AGPTEK Handheld Wedge CCD Barcode Scanner or equivalent

Personal Computer (PC) System Requirements

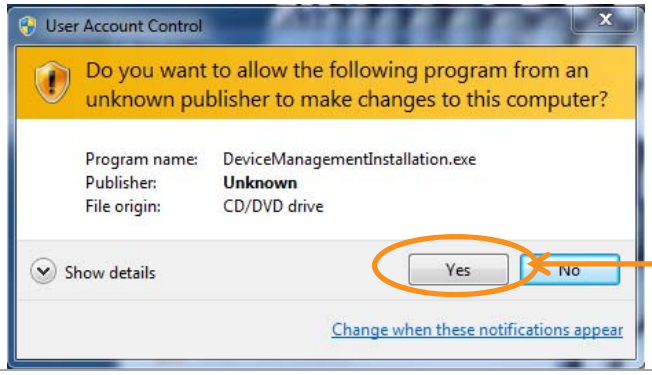
- Windows 7 or Windows XP (Service Pack 3)
  - Note: Windows font needs to be set to 100% (see troubleshooting)
- RAM: 4 GB
- Hard drive: 25 GB available space
- Processor: Intel i5, or better
- Ethernet and/or wireless port
- USB port
- CD drive

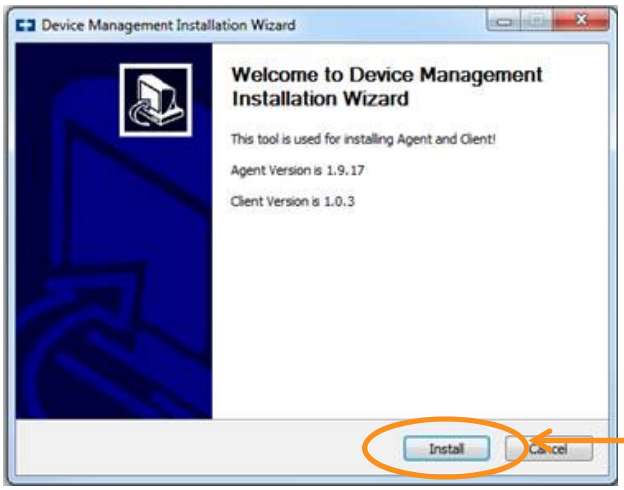
Note: There should be adequate working space and sufficient outlets necessary for proper operation of the personal computer and the Kendall SCD 700 series controller.

2 Installing the Software Updater for the Kendall SCD 700 Series Controller on the Personal Computer

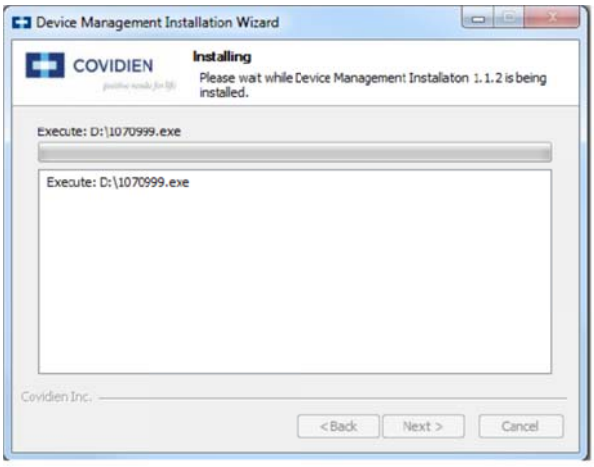
The following section provides step by step instructions for the Software Updater for the Kendall SCD 700 series controller (herein after referred to as Kendall SCD™ 700 Updater) installation.

- Log into the computer that will serve as the service personal computer.
- Place the CD containing the Kendall SCD 700 Updater into the CD drive of the personal computer.

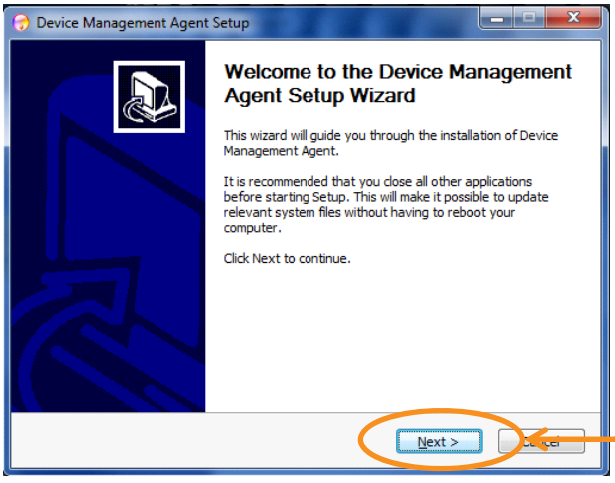
	• Select “Run **DeviceManagementInstallation.exe**” • If CD does not automatically start installation, manually locate and select the CD and select “Run DeviceManagementInstallation.exe”
	• If asked “Do you want to allow the following program from an unknown source publisher to make changes to this computer?” Select “**Yes”**.


Device Management Installation Wizard
Welcome to Device Management Installation Wizard
This tool is used for installing Agent and Client!
Agent Version is 1.9.17
Client Version is 1.0.3
Install
Cancel

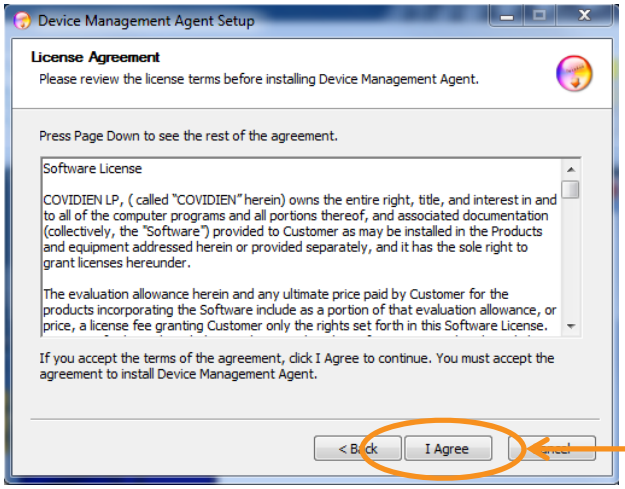
- On the "Welcome to Device Management Installation Wizard" screen, select "**Install**" to proceed with installation. The Agent will be installed first and then followed by the client (Kendall SCD™ 700 Updater) installation.



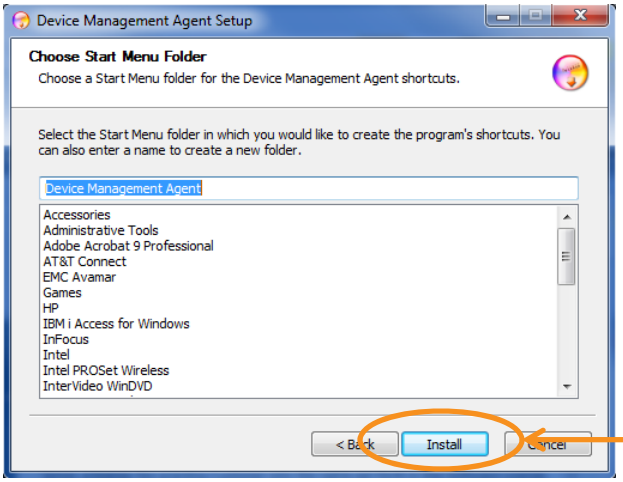
- The "Installing" screen will appear. It may take a few minutes before the wizard automatically progresses to the next screen.


Device Management Agent Setup
Welcome to the Device Management Agent Setup Wizard
This wizard will guide you through the installation of Device Management Agent.
It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer.
Click Next to continue.
Next >
Cancel

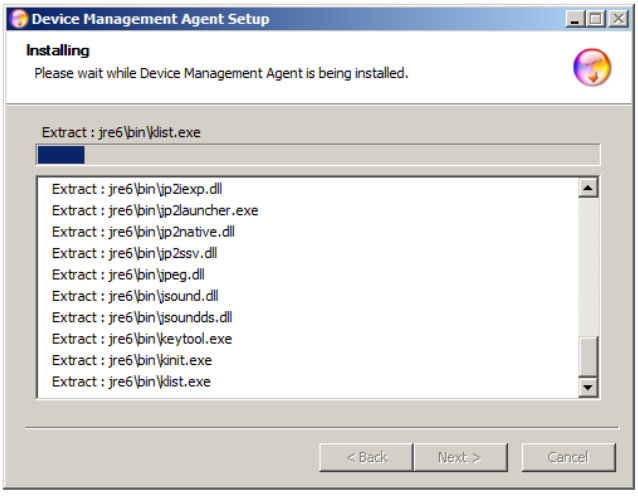
- On the "Welcome to the Device Management Agent Setup Wizard" screen, select "**Next**" to proceed to the next screen.


Device Management Agent Setup
License Agreement
Please review the license terms before installing Device Management Agent.
Press Page Down to see the rest of the agreement.
Software License
COVIDIEN LP, (called "COVIDIEN" herein) owns the entire right, title, and interest in and to all of the computer programs and all portions thereof, and associated documentation (collectively, the "Software") provided to Customer as may be installed in the Products and equipment addressed herein or provided separately, and it has the sole right to grant licenses hereunder.
The evaluation allowance herein and any ultimate price paid by Customer for the products incorporating the Software include as a portion of that evaluation allowance, or price, a license fee granting Customer only the rights set forth in this Software License.
If you accept the terms of the agreement, click I Agree to continue. You must accept the agreement to install Device Management Agent.
< Back
I Agree

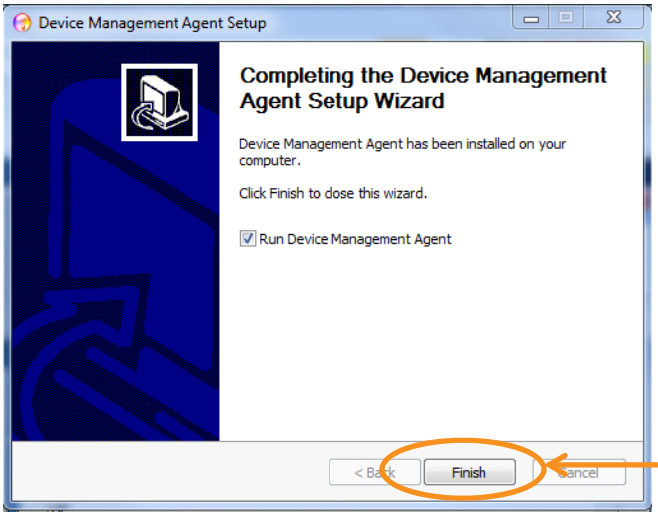
- After reading the license agreement, select "**I agree**" to proceed to the next screen.



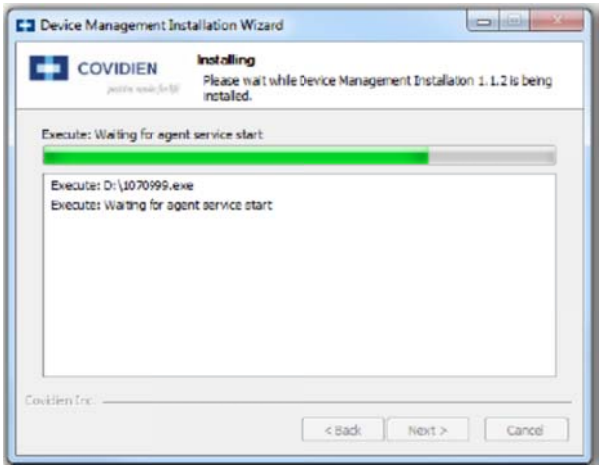
- On the "Choose Start Menu Folder" screen, select "**Install**".



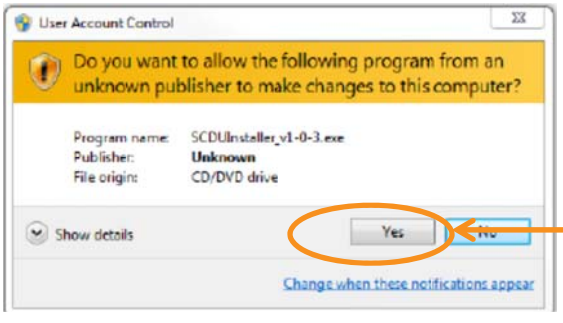
- The "Installing" screen will appear. It may take a few minutes before the Wizard automatically progresses to the next screen.


Device Management Agent Setup
Completing the Device Management Agent Setup Wizard
Device Management Agent has been installed on your computer.
Click Finish to dose this wizard.
Run Device Management Agent
< Back
Finish
Cancel

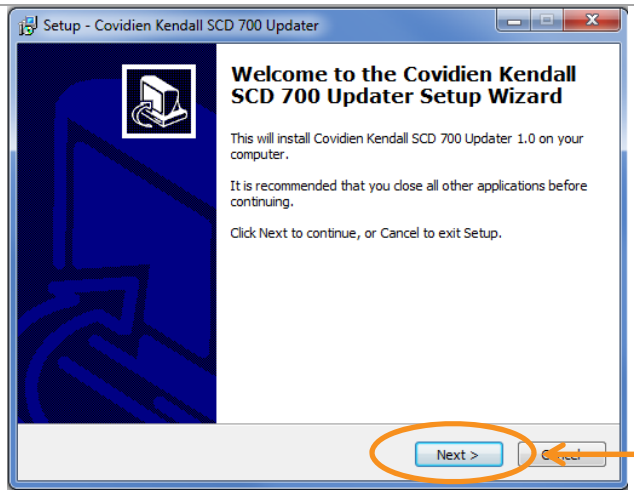
- On the “Completing the Device Management Agent Setup Wizard” screen, select “**Finish**”.
- The Agent software has now been installed.
- The next installation is for the Kendall SCD™ 700 Updater.



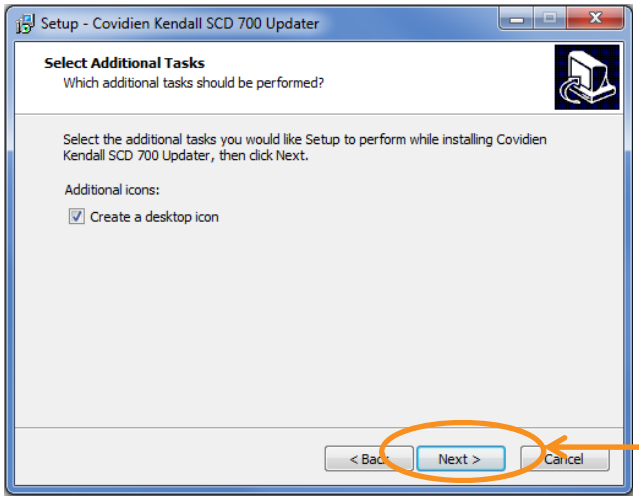
- The “Installing” screen will appear. It may take a few minutes before the wizard automatically progresses to the next screen.


User Account Control
Do you want to allow the following program from an unknown publisher to make changes to this computer?
Program name: SCDUInstaller_v1-0-3.exe
Publisher: Unknown
File origin: CD/DVD drive
Show details
Yes
No
Change when these notifications appear

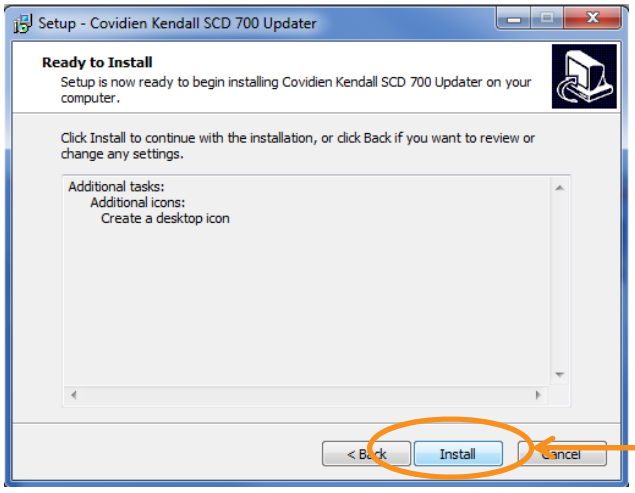
- If asked “Do you want to allow the following program from an unknown source publisher to make changes to this computer? Select “**Yes**”.


Setup - Covidien Kendall SCD 700 Updater
Welcome to the Covidien Kendall SCD 700 Updater Setup Wizard
This will install Covidien Kendall SCD 700 Updater 1.0 on your computer.
It is recommended that you close all other applications before continuing.
Click Next to continue, or Cancel to exit Setup.
Next >
Cancel

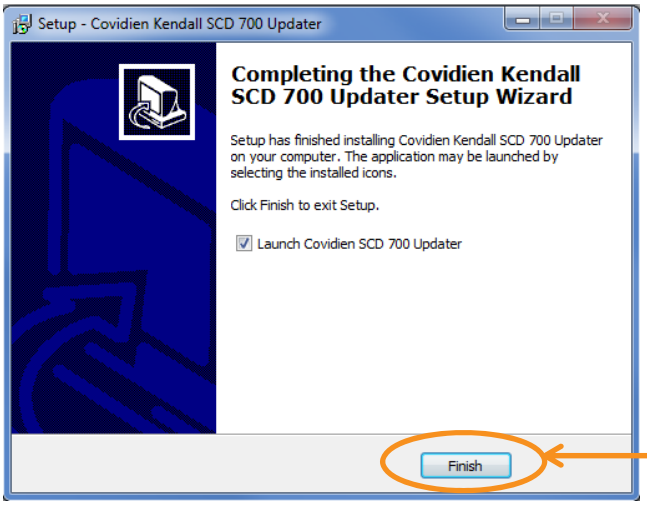
- On the "Welcome to the Covidien Kendall SCD™ 700 Updater Setup Wizard" screen, select "**Next**" to proceed to the next screen.


Setup - Covidien Kendall SCD 700 Updater
Select Additional Tasks
Which additional tasks should be performed?
Select the additional tasks you would like Setup to perform while installing Covidien Kendall SCD 700 Updater, then click Next.
Additional icons:
Create a desktop icon
< Back
Next >
Cancel

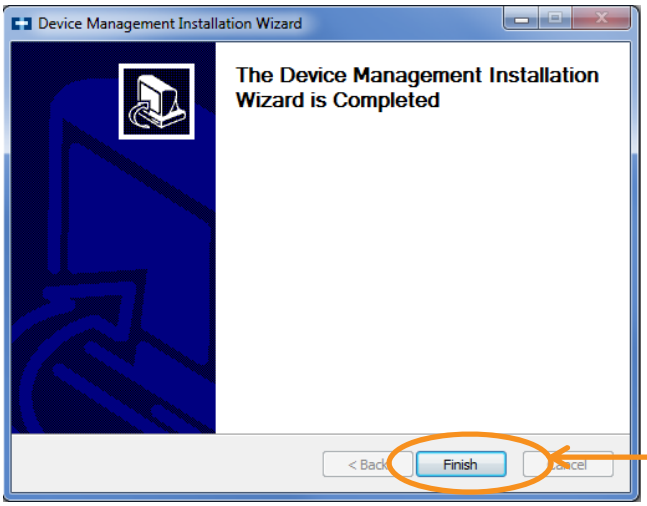
- On the "Welcome to the Covidien Kendall SCD 700 Updater Setup Wizard" screen, select "**Next**" to proceed to the next screen.


Setup - Covidien Kendall SCD 700 Updater
Ready to Install
Setup is now ready to begin installing Covidien Kendall SCD 700 Updater on your computer.
Click Install to continue with the installation, or click Back if you want to review or change any settings.
Additional tasks:
Additional icons:
Create a desktop icon
< Back
Install
Cancel

- On the "Ready to Install" screen, select "**Install**" to start the SCD™ 700 Updater Installation.


Setup - Covidien Kendall SCD 700 Updater
Completing the Covidien Kendall SCD 700 Updater Setup Wizard
Setup has finished installing Covidien Kendall SCD 700 Updater on your computer. The application may be launched by selecting the installed icons.
Click Finish to exit Setup.
Launch Covidien SCD 700 Updater
Finish

- On the "Completing the Covidien Kendall SCD 700 Updater Setup Wizard" screen, select "**Finish**" to complete the software installation for the client application.



- On the "Device Management Installation Wizard is Completed" screen, select "**Finish**" to close the wizard.

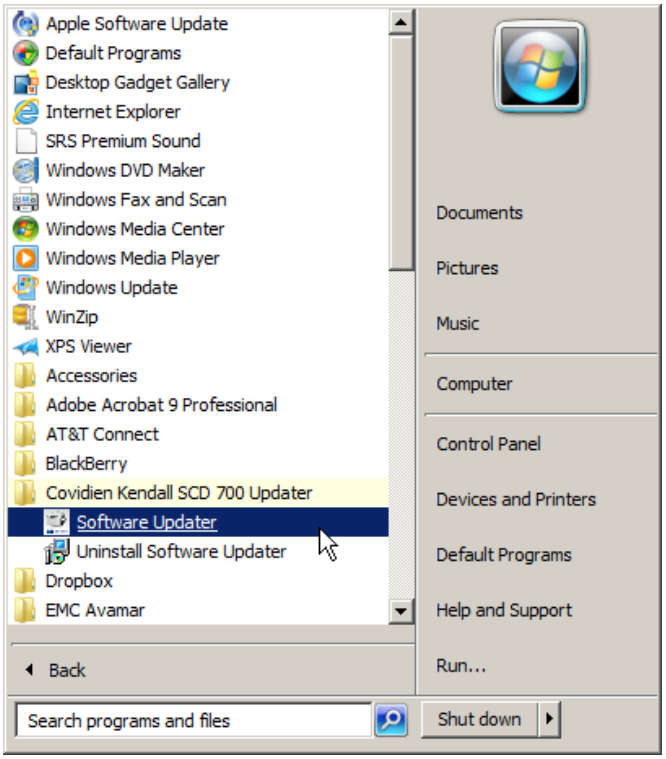
3 Launching the Software Updater for Kendall SCD 700 Series Controller

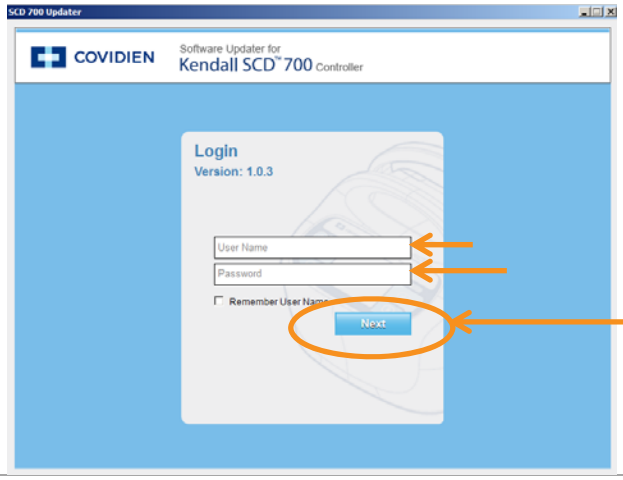
Note: Training and Login credentials (username and password) are required prior to launching the Kendall SCD™ 700 Updater. Please contact your Covidien Vascular Therapies sales representative to get the training associated with your login credentials.

The program can be launched in two ways:

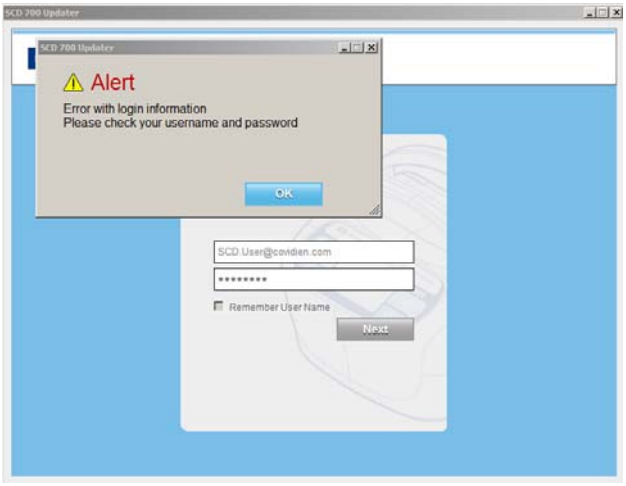
1. From the PC desktop, double click on the Software Updater Icon.

2. Or from the Start Menu, Start->All Programs->Covidien Kendall SCD 700 Updater->Software Updater.





- Enter **User Name** and **Password** in the login screen then select "Next". Passwords are case sensitive.
- ***Note: The personal computer should be connected to the internet for the initial login to the SCD™ 700 Updater***



If the Login Alert pop up window is displayed:

- First confirm that the personal computer has an internet connection by navigating to an external website.
- Re-enter your **User Name** and **Password**. If you are still unable to login please contact Covidien technical support.

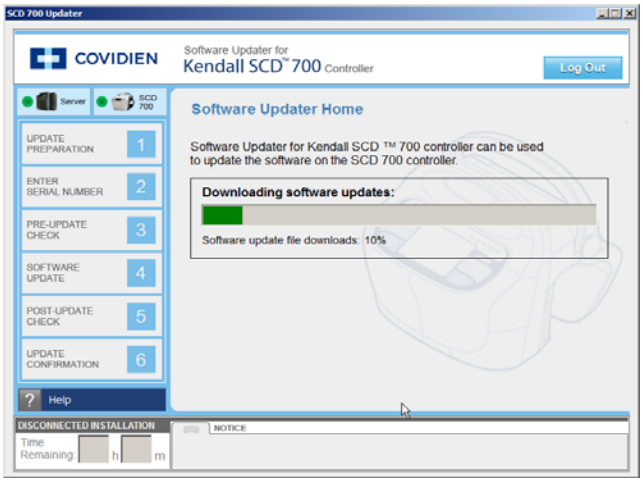
SCD 700 Updater
COVIDIEN
Software Updater for
Kendall SCD™ 700 Controller
Log Out
Software License Agreement
Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.
COVIDIEN LP, acting through its Vascular Therapies business unit (collectively called "COVIDIEN" herein) own the entire right, title, and interest in and to all of the computer programs and all portions thereof, and associated documentation (collectively, the "Software") provided to Customer as may be installed in the Products and equipment addressed herein or provided separately, and it has the sole right to grant licenses hereunder.
The evaluation allowance herein and any ultimate price paid by Customer for the products incorporating the Software include as a portion of that evaluation allowance, or price, a license fee granting Customer only the rights set forth in this Software License. Customer further acknowledges and agrees that the Software is owned exclusively by COVIDIEN. The Software is licensed to be used on only one computing device or Product, and a valid license must be purchased for each computing device on which the Software is installed.
I accept the agreement
Continue
Cancel

- After login, read the legal agreement. Check "**I accept the agreement**". Select "**Continue**" to proceed to the next screen.

4 Preparing the Personal Computer to Upgrade Controllers

Note: The personal computer preparation requires an external internet connection.

4.1 Personal Computer Preparation



- After a successful login, the controller software will automatically download from the centralized server. It may take several minutes to download the controller software to the personal computer.
- ***Note: An external internet connection is also required to download the Kendall SCD 700 Updater***

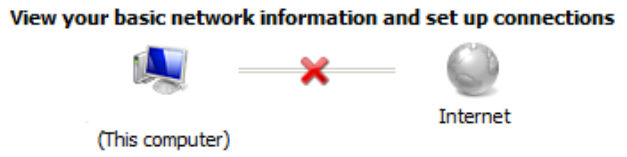
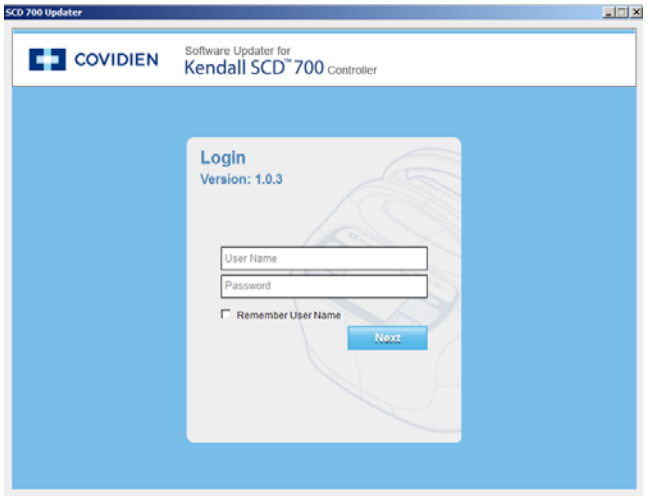
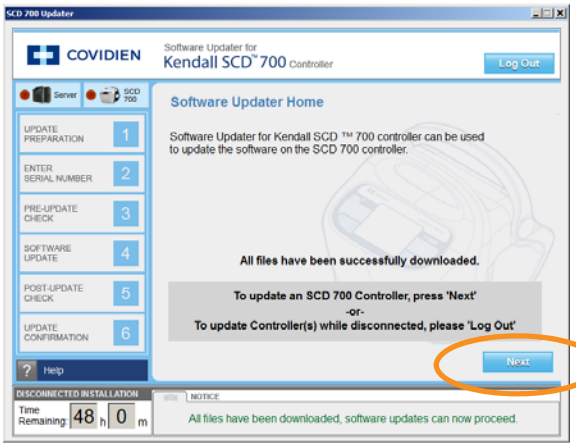
Software Updater Home

- After the Kendall SCD 700 Updater has been downloaded from the centralized server to the personal computer, the "**Next**" button will appear on the "Software Updater Home" screen.
- The SCD™700 Updater can now work in both connected mode and disconnected mode.

  1.) In connected mode (personal computer connected to the external internet and centralized server), the user may select "**Next**" to continue with

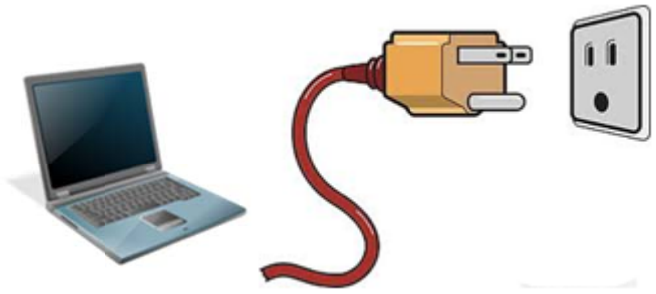
	controller software updates and follow the steps listed in Section 5 Or 2.) In disconnected mode (personal computer not connected to the external internet or centralized server), the user may "**Log Out**" of the Kendall SCD 700™ Updater and move to a location without an internet connection. (See Section 4.2)

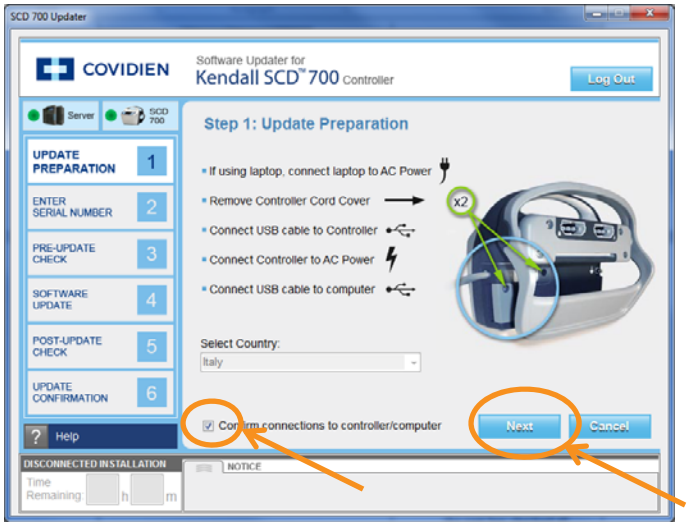
4.2 Upgrading Controller Software in a Location without an Internet Connection

	• If the controller software upgrades will occur in a location without an internet connection, the personal computer should first be prepared following the steps listed in Section 4.1.
	• To start controller software updates, launch the Kendall SCD 700™ Updater and login following the steps in Section 3.
	• When the Software Updater Home Screen appears, select "**Next**" to continue with controller software updates and follow the steps listed in Section 5

5 Upgrading Controller Software

5.1 Step 1: Update Preparation

	Step 1: Update Preparation
	**Step 1 (continued): Update Preparation** • Connect the personal computer to AC Power • Connect the Kendall SCD 700 series controller to AC Power
	Step 1 (continued): Update Preparation • Remove the Kendall SCD 700 series controller cord cover. There are two screws that need to be removed. • Use: **Torx T-15 driver** to remove the screws

	Step 1 (continued): Update Preparation • Connect USB cable to controller • Use: **USB cable - 4 pin USB Type A - M - 4 pin USB Type B – M**
	Step 1 (continued): Update Preparation • Connect USB cable to a USB port located on the personal computer.
	**Step 1 (continued): Update Preparation** . • The user's country is based on the user's profile and is set during user registration. The user's country cannot be modified. • After performing all of the steps listed on the screen, check "**Confirm connections to controller/computer**". • Select "**Next**" to proceed to the next screen.

5.2 Step 2: Enter Serial Number

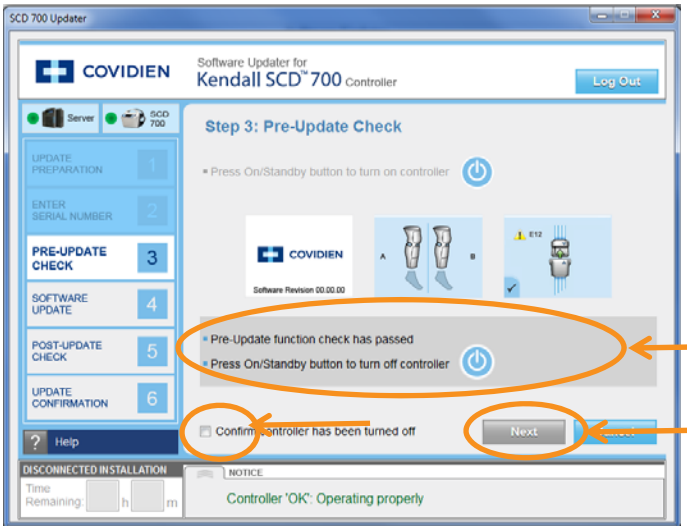
Step 2: Enter Serial Number

- The serial number can be entered manually using a keyboard or by using a bar code scanner.
- Position the Kendall SCD700 series controller so that the serial number label is facing you.
- Enter the serial number into the "**Enter Serial Number**" field. Hit "**Enter**" on the keyboard.
- Re-enter the same serial number into the "**Re-Enter Serial Number**" field. If the serial number is valid and is entered correctly in both fields a "**Match**" indicator will appear to the right of the "**Re-Enter Serial Number**" field.
- Select "**Next**" to proceed to the next screen.

5.3 Step 3: Pre-Update Check

Step 3: Pre-Update Check

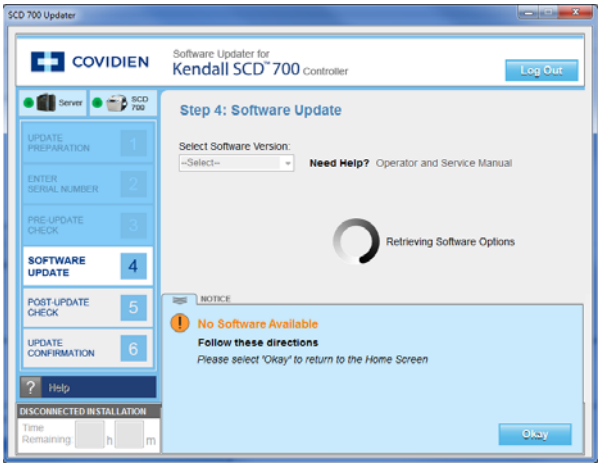
- Press the **On/Standby** button to turn on the Kendall SCD 700 series controller



Step 3 (continued): Pre-Update Check

- Several seconds after the Controller has been turned on, the Kendall SCD™ 700 Updater will notify the user that the "**Pre-update function check has passed**".
- Press the **On/Standby** button to turn off the Kendall SCD™ 700 series controller.
- Check "**Confirm controller has been turned off**".
- Select "**Next**" to proceed to the next screen.

5.4 Step 4: Software Update



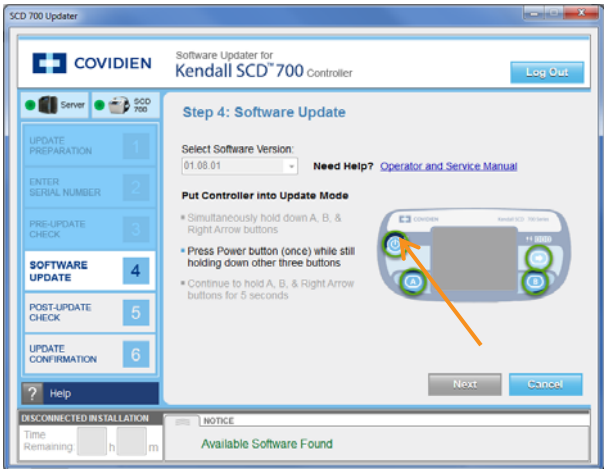
Step 4: Software Update

- *If the **"No Software Available"** pop window is displayed:*
- The connected Kendall SCD 700 series controller has the latest controller software.
- No new controller software is available.
- Select "**Okay**" to return to the Home Screen.

.

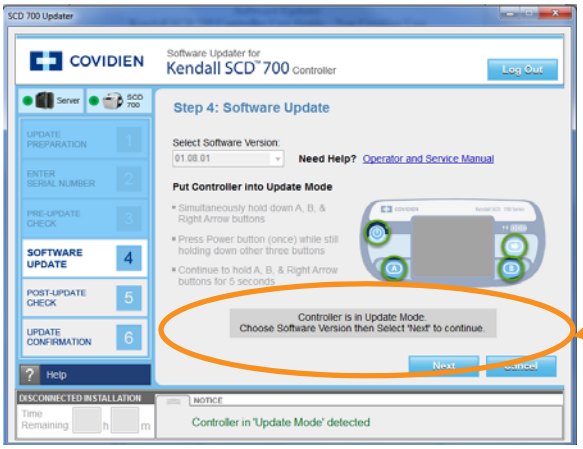
Step 4: Software Update (continued)

- The "**Select Software Version**" field will be automatically populated for users who are not Covidien employees.
- On the Kendall SCD 700 series controller, **simultaneously hold down A, B, & Right Arrow buttons**.



Step 4 (continued): Software Update

- Press the power button (once) while still holding down the A, B, & Right Arrow buttons.
- Release the power button while continuing to hold down the A, B, & Right Arrow buttons for 5 seconds.



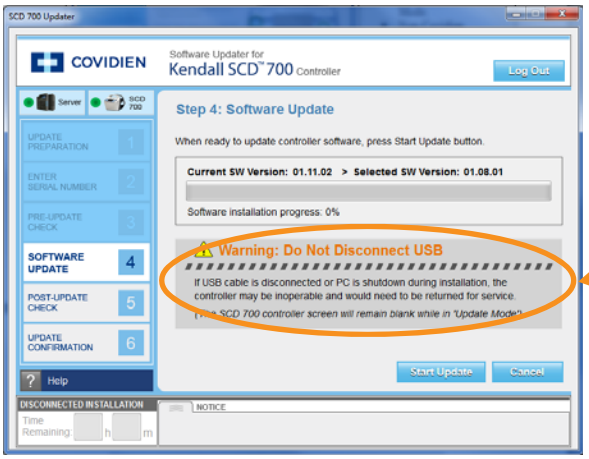
Step 4 (continued): Software Update

- If successful the user will be notified that the "**Controller is in Update Mode**".

Note: The Kendall SCD700 series controller screen will remain blank while in software update mode.

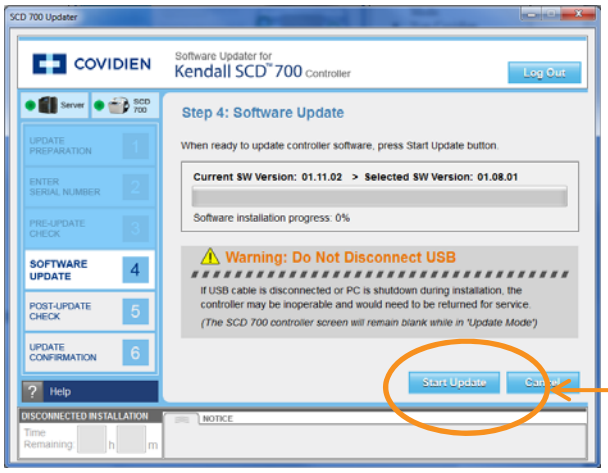
- Select "**Next**" to proceed to the next screen.

Note: Users who are non-Covidien employees do not need to choose the software version.


SCD 700 Updater
COVIDIEN
Software Updater for
Kendall SCD™ 700 Controller
Log Out
Step 4: Software Update
When ready to update controller software, press Start Update button.
Current SW Version: 01.11.02 > Selected SW Version: 01.08.01
Software installation progress: 0%
Warning: Do Not Disconnect USB
If USB cable is disconnected or PC is shutdown during installation, the controller may be inoperable and would need to be returned for service.
(The SCD 700 controller screen will remain blank while in 'Update Mode')
SOFTWARE UPDATE
POST-UPDATE CHECK
UPDATE CONFIRMATION
Help
Start Update
Cancel
DISCONNECTED INSTALLATION
NOTICE

WARNING: Once the "Start Update" button has been selected the Kendall SCD 700 series controller SHOULD NOT be disconnected from the personal computer for the remainder of the update.

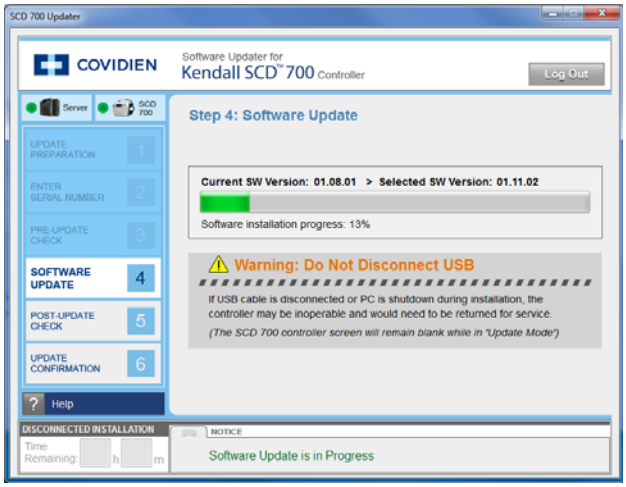
If the USB cable is disconnected or the personal computer is shutdown during installation, the Kendall SCD 700 series controller may become inoperable and would need to be returned to Covidien for service.


SCD 700 Updater
COVIDIEN
Software Updater for
Kendall SCD™ 700 Controller
Log Out
Step 4: Software Update
When ready to update controller software, press Start Update button.
Current SW Version: 01.11.02 > Selected SW Version: 01.08.01
Software installation progress: 0%
Warning: Do Not Disconnect USB
If USB cable is disconnected or PC is shutdown during installation, the controller may be inoperable and would need to be returned for service.
(The SCD 700 controller screen will remain blank while in 'Update Mode')
SOFTWARE UPDATE
POST-UPDATE CHECK
UPDATE CONFIRMATION
Help
Start Update
DISCONNECTED INSTALLATION
NOTICE

Step 4 (continued): Software Update

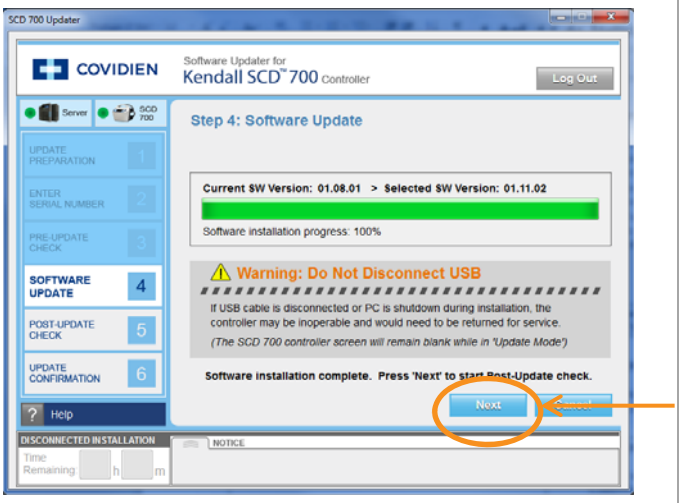
- Select "**Start Update**"

Note: The Kendall SCD™ 700 Updater will take approximately 6 to 7 minutes to install.


SCD 700 Updater
COVIDIEN
Software Updater for
Kendall SCD™ 700 Controller
Log Out
Server
SCD 700
Step 4: Software Update
UPDATE PREPARATION 1
ENTER SERIAL NUMBER 2
PRE-UPDATE CHECK 3
SOFTWARE UPDATE 4
POST-UPDATE CHECK 5
UPDATE CONFIRMATION 6
Help
Current SW Version: 01.08.01 > Selected SW Version: 01.11.02
Software installation progress: 13%
Warning: Do Not Disconnect USB
If USB cable is disconnected or PC is shutdown during installation, the controller may be inoperable and would need to be returned for service.
(The SCD 700 controller screen will remain blank while in 'Update Mode')
DISCONNECTED INSTALLATION
Time Remaining:
NOTICE
Software Update is in Progress

Step 4 (continued): Software Update

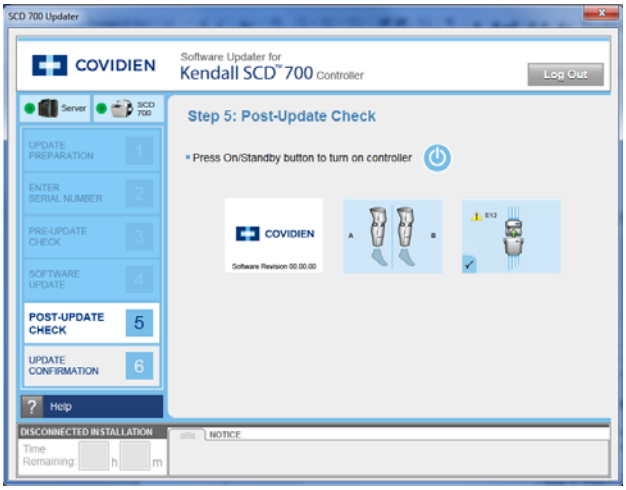
- The software progress bar will depict the status of the software upgrade.


SCD 700 Updater
COVIDIEN
Software Updater for
Kendall SCD™ 700 Controller
Log Out
Server
SCD 700
Step 4: Software Update
UPDATE PREPARATION 1
ENTER SERIAL NUMBER 2
PRE-UPDATE CHECK 3
SOFTWARE UPDATE 4
POST-UPDATE CHECK 5
UPDATE CONFIRMATION 6
Help
Current SW Version: 01.08.01 > Selected SW Version: 01.11.02
Software installation progress: 100%
Warning: Do Not Disconnect USB
If USB cable is disconnected or PC is shutdown during installation, the controller may be inoperable and would need to be returned for service.
(The SCD 700 controller screen will remain blank while in 'Update Mode')
Software installation complete. Press 'Next' to start Post-Update check.
Next
DISCONNECTED INSTALLATION
Time Remaining:
NOTICE

Step 4 (continued): Software Update

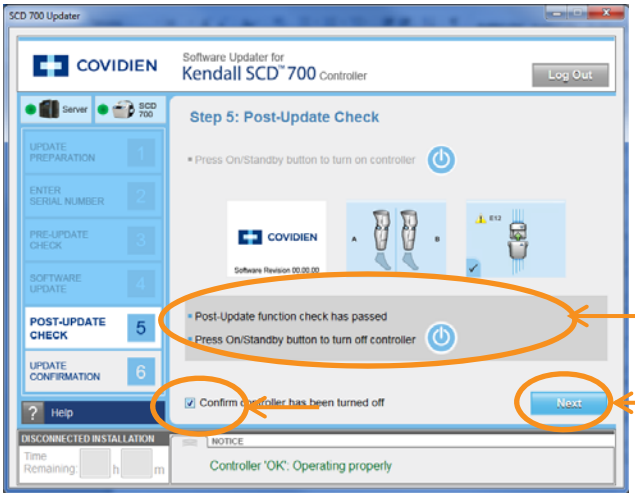
- Once the software upgrade is complete the user will be notified and the "**Next**" selection will appear at the bottom of the screen.
  Select "**Next**" to proceed to the next screen.

5.5 Step 5: Post-Update Check



Step 5: Post-Update Check

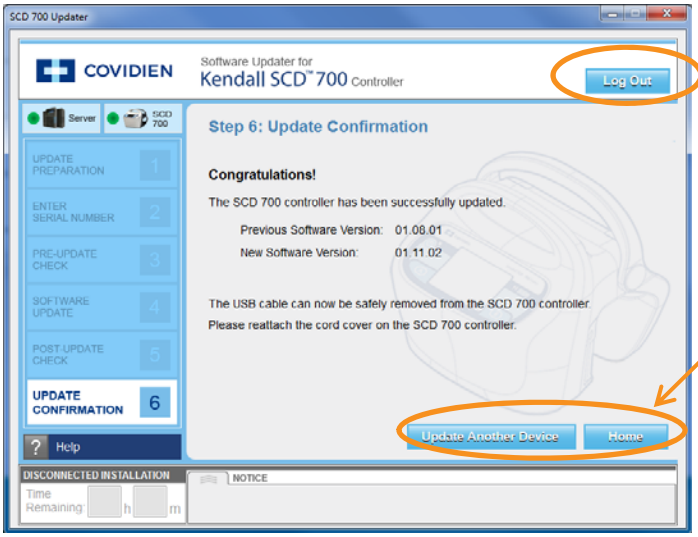
- Press the **On/Standby button** to turn on the Kendall SCD 700 series controller



Step 5 (continued): Post-Update Check

- Several seconds after the Kendall SCD 700 series controller has been turned on, the Kendall SCD™ 700 Updater will notify the user that the "**Post-Update function check has passed**".
- Press the **On/Standby button** to turn off the Kendall SCD 700 series controller.
- Check "**Confirm controller has been turned off**".
- Select "**Next**"

5.6 Step 6: Update Confirmation

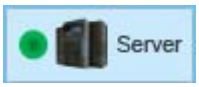


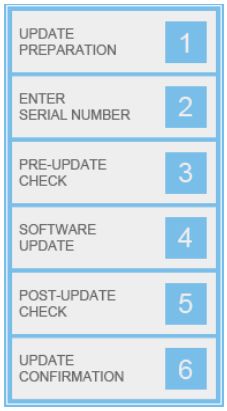
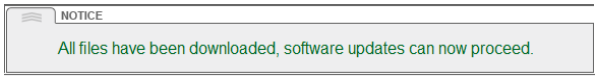
Step 6: Update Confirmation

- Congratulations, you have successfully updated your Kendall SCD 700 series controller!
- The USB cable can now be safely removed from the Kendall SCD 700 series controller
- Reattach the cord cover to the Kendall SCD 700 series controller
- User can select:
  - "**Update Another Device**" to update another Kendall SCD 700 series controller.
  - "**Home**" to return to the Kenall SCD™ 700 Updater Home screen.
  - "**Log Out**" to completely log out of the Kendall SCD 700 Updater.

6 User Interface Navigation

SCD 700 Updater
COVIDIEN
Software Updater for
Kendall SCD™ 700 Controller
Log Out
Server
SCD 700
Software Updater Home
UPDATE PREPARATION 1
ENTER SERIAL NUMBER 2
PRE-UPDATE CHECK 3
SOFTWARE UPDATE 4
POST-UPDATE CHECK 5
UPDATE CONFIRMATION 6
Help
Software Updater for Kendall SCD ™ 700 controller can be used to update the software on the SCD 700 controller.
All files have been successfully downloaded.
To update an SCD 700 Controller, press 'Next'
-or-
To update Controller(s) while disconnected, please 'Log Out'
Next
DISCONNECTED INSTALLATION
Time Remaining: h m
NOTICE
All files have been downloaded, software updates can now proceed.

	Server Connectivity Indicator: • **Green** indicates that the personal computer is connected to the centralized server. • **Red** indicates that the personal computer is not connected to the centralized server.
	Controller Connectivity Indicator: • **Green** indicates that the personal computer is connected to the Kendall SCD 700 series controller. • **Red** indicates that the personal computer is not connected to the Kendall SCD 700 series controller.

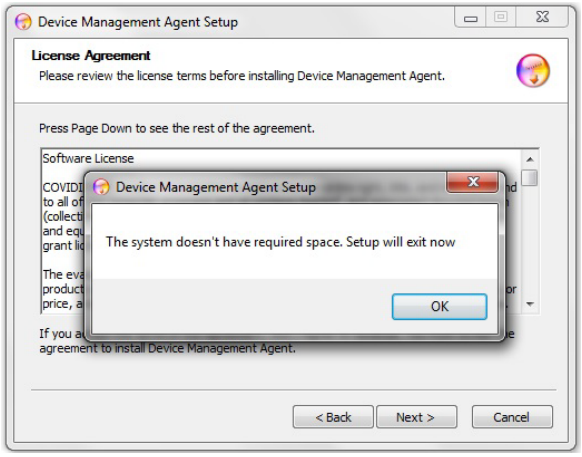
	• The **Step Navigation** provides a visual representation of which step the user is currently on, which step(s) have been completed, and which step(s) are remaining.
	• The "**Notice"** field provides the user with information specific to the step in that the user is performing. This also provides "error" indication.
	• Selecting the "**Help**" link will guide you to additional support information for the Kendall SCD™ 700 Updater and the Kendall SCD 700 Series Controller Operator and Service Manual. • The Help Screen will not display available documents until Step 4 Software Update.
 	• The "**Disconnected Installation**" mode field is populated only when the Kendall SCD 700 Updater is in disconnected installation mode. • "**Disconnected Installation**" mode occurs when the personal computer is no longer connected to the internet and centralized server.

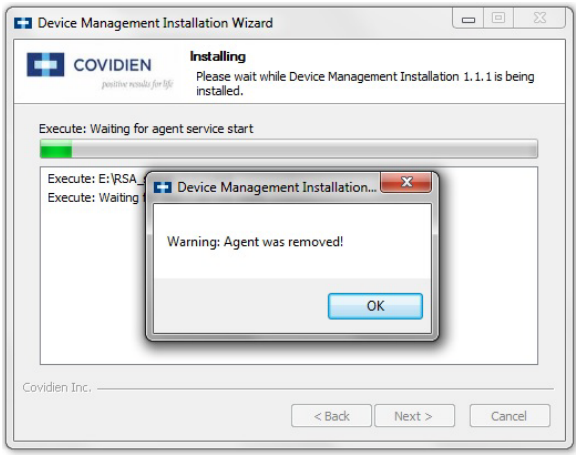
	• When the SCD™ 700 Updater is in "**Disconnected Installation**" mode the user will have 48 hours to perform the Kendall SCD 700 series controller software upgrades. • Time remaining is shown in an hour (h) and minute (m) format.

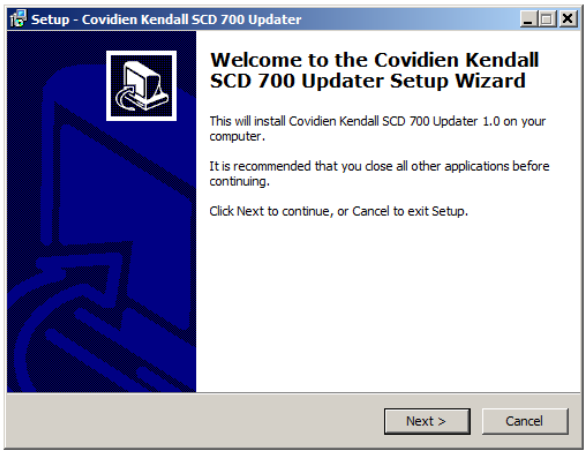
7 Troubleshooting

7.1 Application Installation Troubleshooting

Application Installation

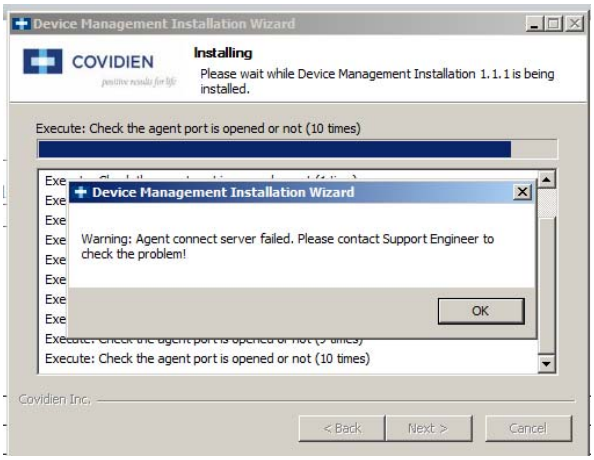

Device Management Agent Setup
License Agreement
Please review the license terms before installing Device Management Agent.
Press Page Down to see the rest of the agreement.
Software License
Device Management Agent Setup
The system doesn't have required space. Setup will exit now
OK
agreement to install Device Management Agent.
< Back
Next >
Cancel




Setup - Covidien Kendall SCD 700 Updater
Welcome to the Covidien Kendall SCD 700 Updater Setup Wizard
This will install Covidien Kendall SCD 700 Updater 1.0 on your computer.
It is recommended that you close all other applications before continuing.
Click Next to continue, or Cancel to exit Setup.
Next >
Cancel

*If **"The system doesn't have required space. Setup will now exit"** pop up window is displayed:*

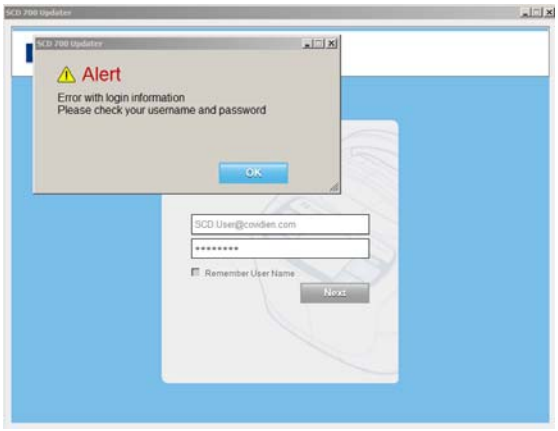
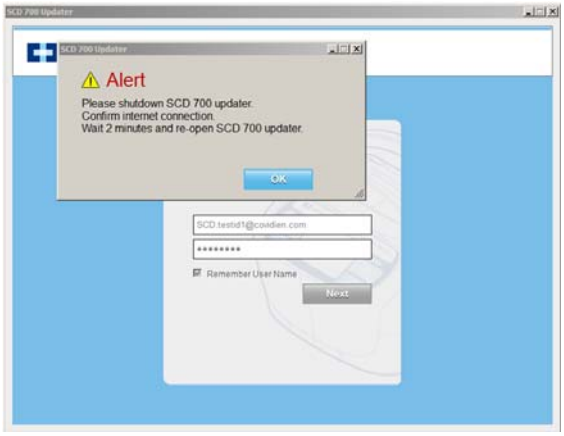
- Select "**OK"** on the "Device Management Agent Setup" window
- Select "**OK**" on the "Device Management Agent Installation" window
- On the "Welcome to the Covidien Kendall SCD 700 Updater Setup Wizard" screen, select "**Next**" to proceed to the next screen.
- The personal computer has less than the required 25 GB available hard disk space. Please clear additional space on the personal computer hard drive or select a computer with 25 GB of available hard disk space.


Device Management Installation Wizard
COVIDIEN
Installing
Please wait while Device Management Installation 1.1.1 is being installed.
Execute: Check the agent port is opened or not (10 times)
Device Management Installation Wizard
Warning: Agent connect server failed. Please contact Support Engineer to check the problem!
OK
Execute: Check the agent port is opened or not (10 times)
Covidien Inc.
< Back
Next >
Cancel

If the ***"Warning: Agent connect server failed. Please contact Support Engineer to check the problem!"*** *pop up window is displayed****:***

- Press OK to complete the software installation.
- Restart the personal computer.
- Confirm that the personal computer has an internet connection by navigating to an external website
- Launch Kendall SCD™ 700 Updater and Login.
- If you are unable to login please contact Covidien technical support.

7.2 User Login Troubleshooting

User Login Screen		*If the **Login Alert** pop up window is displayed:* • First confirm that the personal computer has an internet connection by navigating to an external website. • Re-enter your user name and password. Passwords are case sensitive. • If you are still unable to login contact Covidien technical support.
		*If during login the **"Please shutdown Kendall SCD™ 700 Updater"** pop up window is displayed:* • Shutdown the Kendall SCD 700 Updater • Confirm that the personal computer has an internet connection by navigating to an external website. • Wait 2 minutes and re-open Kendall SCD 700 Updater. • If you are still unable to login contact Covidien technical support.

7.3 Software Updater Home: Disconnected Installation Time Expired

Software Updater Home: Disconnected Installation Time Expired

SCD 700 Updater
COVIDIEN
Software Updater for
Kendall SCD™ 700 Controller
Log Out
Server
SCD 700
Software Updater Home
UPDATE PREPARATION 1
ENTER SERIAL NUMBER 2
PRE-UPDATE CHECK 3
SOFTWARE UPDATE 4
POST-UPDATE CHECK 5
UPDATE CONFIRMATION 6
Help
Software Updater for Kendall SCD ™ 700 controller can be used to update the software on the SCD 700 controller.
Software updates are not available because the DISCONNECTED INSTALLATION time remaining is 0h 0m.
Please follow the instructions below to upload stored records and download the latest software:
• Log Out of the Software Updater
• Confirm connection to the internet
• Login to the Software Updater
DISCONNECTED INSTALLATION
Time Remaining 0 h 0 m
NOTICE

*If the "**Software updates are not available because DISCONNECTED time remaining is 0h 0m**" is displayed:*

- It is been more than 48 hours since the last connection to the centralized server
- Logout of the Kendall SCD™ 700 Updater
- Close the Kendall SCD 700 Updater Application
- Confirm connection to the internet. If necessary, move to another location to get external internet access.
- Follow the steps in Section 4.2 - Upgrading Controller Software in a Location without an Internet Connection

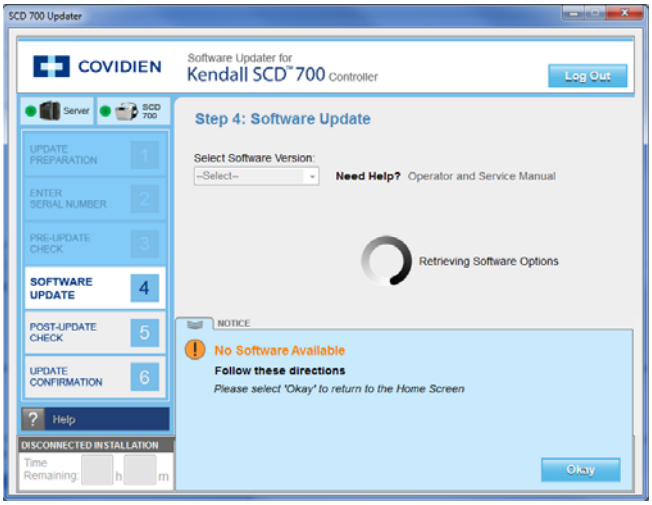
7.4 Step 2 Troubleshooting

Step 2: Enter Serial Number – Serial Number is incorrect		*If the "**Serial Number is incorrect**" pop up window is displayed:* • Select "**Okay**" • Please re-attempt serial number entry for the attached Kendall SCD™ 700 series controller
		*If the "**Does not Match**" is displayed:* • The first serial number entry and the second serial number entry do not match. • Re-attempt the serial number entry

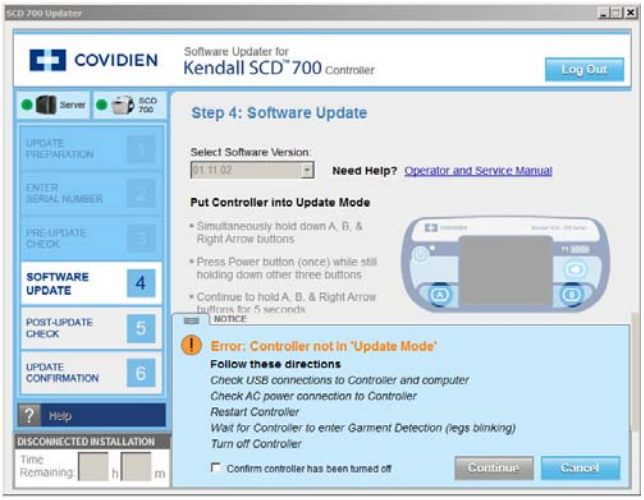
7.5 Step 3 Troubleshooting

Step 3: Pre-Update Check – Pre-Update Check Failed		*If the "**Error: Pre-Update Check Failed**" pop up window is displayed:* • Check Controller USB connection • Check the AC power connection to the controller • Turn off controller • Wait for 5 seconds • Select "**Reattempt Check**" • If the Error Screen continues to display after following the prompts contact Covidien technical support.

7.6 Step 4 Troubleshooting

Step 4: Software Update – *No Software Available*		*If the **"No Software Available"** pop window is displayed:* • The connected Kendall SCD 700 series controller has the latest controller software. • No new controller software is available. .

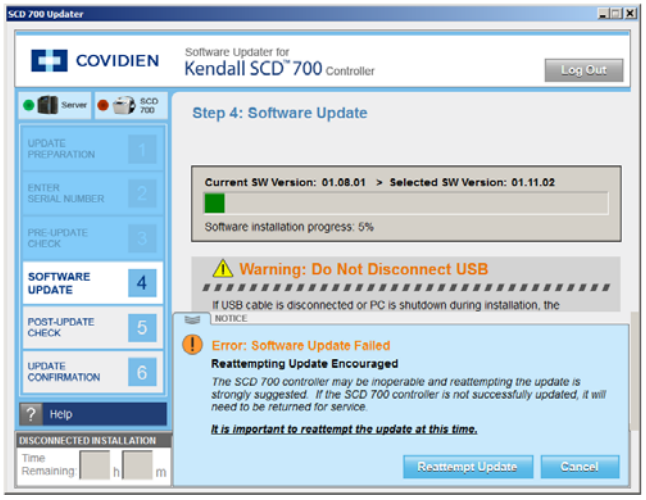
Step 4: Software Update – *Controller not in 'Update Mode'*

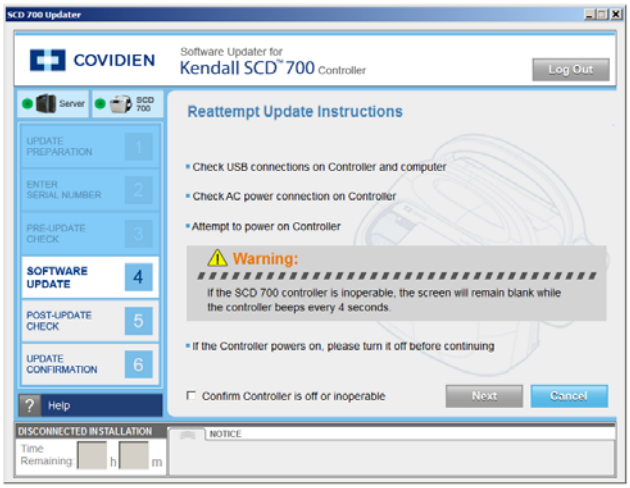

SCD 700 Updater
COVIDIEN
Software Updater for
Kendall SCD™ 700 Controller
Log Out
Server
SCD 700
Step 4: Software Update
UPDATE PREPARATION 1
ENTER SERIAL NUMBER 2
PRE-UPDATE CHECK 3
SOFTWARE UPDATE 4
POST-UPDATE CHECK 5
UPDATE CONFIRMATION 6
Help
DISCONNECTED INSTALLATION
Time Remaining h m
Select Software Version:
01.11.02
Need Help? Operator and Service Manual
Put Controller into Update Mode
• Simultaneously hold down A, B, & Right Arrow buttons
• Press Power button (once) while still holding down other three buttons
• Continue to hold A, B, & Right Arrow buttons for 5 seconds
NOTICE
Error: Controller not in 'Update Mode'
Follow these directions
Check USB connections to Controller and computer
Check AC power connection to Controller
Restart Controller
Wait for Controller to enter Garment Detection (legs blinking)
Turn off Controller
Confirm controller has been turned off
Continue
Cancel

*If the "**Error: Controller not in 'Update Mode'**" pop up window is displayed:*

- Check the USB connections to the controller and the computer
- Check the AC power connection to the controller
- Restart controller
- Wait for the controller to enter Garment Detection (legs blinking)
- Turn off controller
- Check "**Confirm controller has been turned off**"
- Select "**Continue**"
- If the Error Screen continues to display after following the prompts contact Covidien technical support.

Step 4: Software Update – Software Update Failed


SCD 700 Updater
COVIDIEN
Software Updater for
Kendall SCD™ 700 Controller
Log Out
Server
SCD 700
UPDATE PREPARATION 1
ENTER SERIAL NUMBER 2
PRE-UPDATE CHECK 3
SOFTWARE UPDATE 4
POST-UPDATE CHECK 5
UPDATE CONFIRMATION 6
Help
DISCONNECTED INSTALLATION
Time Remaining h m
Step 4: Software Update
Current SW Version: 01.08.01 > Selected SW Version: 01.11.02
Software installation progress: 5%
Warning: Do Not Disconnect USB
If USB cable is disconnected or PC is shutdown during installation, the
NOTICE
Error: Software Update Failed
Reattempting Update Encouraged
The SCD 700 controller may be inoperable and reattempting the update is strongly suggested. If the SCD 700 controller is not successfully updated, it will need to be returned for service.
It is important to reattempt the update at this time.
Reattempt Update
Cancel



*If the "**Error: Software Update Failed**" pop up window is displayed:*

- **Reattempting update is encouraged**
- The Kendall SCD 700 series controller may be inoperable and reattempting the updated is strongly suggested. If the SCD 700 series controller is not successfully updated, it will need to be returned for service. **It is important to reattempt the update at this time.**
- Select "**Reattempt Update**"

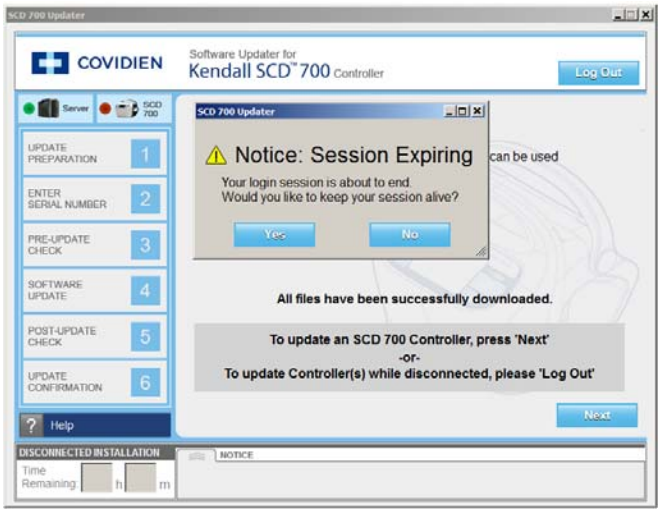
To Reattempt Software Update

- Check the USB connections on controller and computer.
- Check AC power connection on controller.
- Attempt to power on controller.
- If the SCD 700 series controller is inoperable, the screen will remain blank while the controller beeps every 4 seconds.
- If the controller powers on, please turn it off before continuing.
- Check "**Confirm controller has been turned off**".
- Select "**Next**"
-

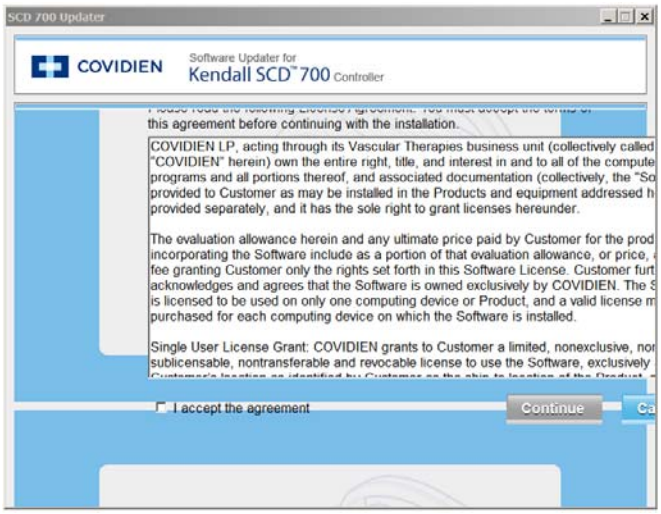
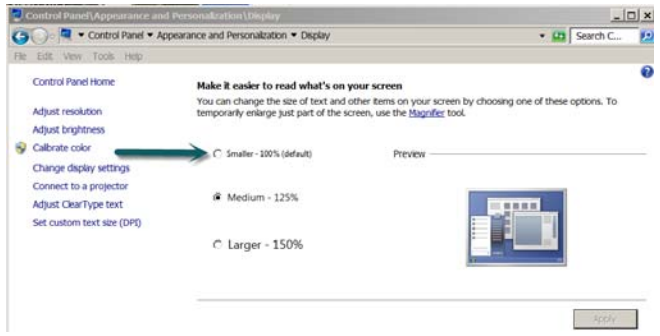
7.7 Step 5 Troubleshooting

Step 5: Post-Update Check – *Post-Update Check Failed*		*If the "**Error: Post-Update Check Failed**" pop up window is displayed:* • Check controller USB connection. • Check the AC power connection to the controller. • Turn Off controller. • Wait for 5 seconds. • Select "**Reattempt Check**". • If the Error Screen continues to display after following the prompts contact Covidien technical support.

7.8 Notice: Session Expiring

Notice: Session Expiring		After a period of inactivity, the "**Notice: Session Expiring**" pop is displayed: • Select "**Yes**" to keep your session active. • Select "**No**" to logout of the Kendall SCD™ 700 Updater.

7.9 Screen does not display correctly

Screen does not display correctly	 	*If the Kenall SCD™ 700 Updater screens are not displayed correctly:* • Change the computer font size to 100% by selecting Control Panel>Appearance and Personalization>Display Select Smaller - 100%

7.10 Error: Controller Hardware/Software could not be retrieved

Error: Controller Hardware/Software could not be retrieved

*If the "**Error: Controller Hardware/Software could not be retrieved**" pop up window is displayed:*

- Check the USB connections to the controller and the computer.
- Check the AC power connection to the controller.
- Restart controller.
- Wait for the controller to enter Garment Detection (legs blinking).
- Turn off controller.
- Check "**Confirm controller has been turned off**".
- Select "**Continue**"
- If the Error Screen continues to display after following the prompts contact Covidien technical support.

8 Frequently Asked Questions

1. Can I update multiple Kendall SCD 700 series controllers simultaneously using the *same personal computer*?	• No
2. Can I update multiple Kendall SCD 700 Controllers simultaneously using *different personal computers*?	• Yes
3. Can I share my user name and password?	• No, user name and password is user specific and MUST NOT be shared with other users. Every time a user is logged onto the Kendall SCD™ 700 Updater, a unique record is created including your user name and password.
4. I can't access the :"Help" function	• The "Help" link does not display any documents until controller software is selected in step 4.
5. Prior to updating the controller software the SCD 700 series controller display screen shows 7.01. Is 7.01 this the current software revision?	• No, 7.01 is not the current controller software revision. 1.08.01 is the software revision.
6. Why can't I change country on the "Update Preparation" screen?	• The user's country is based on the user's profile and is set during user registration. The user's country cannot be modified.
7. My computer is connected to the external internet, but the server icon is red and the disconnected timer is present?	• The Kendall SCD 700 Updater cannot transition from "disconnected mode" to "connected mode" after the Kendall SCD 700 Updater is launched. • Shutdown the Kendall SCD 700 Updater • Confirm that the personal computer has an internet connection by navigating to an external website. • Wait 2 minutes and re-open Kendall SCD 700 Updater. • If you are still unable to login contact Covidien technical support.

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